

Subject: Re: EMERGENCY-#3400 MAJOR FLOODING

From: Katie Kiefer <katie@southpark.la>

Date: 05/12/2016 04:18 PM

To: Jessica Lall <jessica@southpark.la>, "george.peykar@gmail.com" <george.peykar@gmail.com>

CC: Mia Shin <mia@pspinvest.com>, Laronnia Jupiter <laronnia@southpark.la>, Robin Bieker <robin@biekerco.com>, "bbuente@1010dev.org" <bbuente@1010dev.org>, "SJordan@aegworldwide.com" <SJordan@aegworldwide.com>, "daniel@jadeent.com" <daniel@jadeent.com>, "liz@pspinvest.com" <liz@pspinvest.com>

George – how did the meeting with the adjuster go today? I stopped by the office this morning and it's evident that the walls are still drying out.

We have not heard a word from the office as to how the repairs are playing out. Does new carpet need to be installed? Is the plan to work through the weekend to handle some of this work? The warped hardwood floors will need to be replaced, is there a tentative time as to when this work will be done within the next upcoming days?

As the week's end is fast approaching, we are unsure how to plan for next week. Will we be getting any type of update soon, we have heard nothing other than the office is being "cleaned?" We really need someone to give updates and how this work is being proactively handled in order for us to continue business operations in the interim.

THX.

Katie Kiefer

South Park BID

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1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: SPBID <katie@southpark.la <mailto:katie@southpark.la> >

Date: Wednesday, May 11, 2016 at 2:59 PM

To: Jessica Lall <jessica@southpark.la <mailto:jessica@southpark.la> >, "liz@pspinvest.com" <mailto:liz@pspinvest.com> " <liz@pspinvest.com <mailto:liz@pspinvest.com> >

Cc: Mia Shin <mia@pspinvest.com <mailto:mia@pspinvest.com> >, "george.peykar@gmail.com" <mailto:george.peykar@gmail.com> " <george.peykar@gmail.com

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Subject: Re: EMERGENCY-#3400 MAJOR FLOODING

Liz - per our conversation, the unit is currently being cleaned and will you give me daily updates on the status.

We have found temporary accommodations to continue office operations in the interim but not receiving any type of progress updates from PSP isn't allowing us to continue planning accordingly. We will be using the temp space for the remainder of the week to accommodate the work.

Please give me a call on my cell tomorrow to give me an update on how the cleaning is coming along no later than 3P.

THX.

Katie Kiefer

South Park BID

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On May 11, 2016, at 10:29 AM, Jessica Lall <jessica@southpark.la
<<mailto:jessica@southpark.la>> > wrote:

Hi Liz -

Can we please get an update on where things stand?

Thanks,

Jessica Lall

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From: "liz@pspinvest.com <<mailto:liz@pspinvest.com>>" <liz@pspinvest.com <<mailto:liz@pspinvest.com>> >
Reply-To: "liz@pspinvest.com <<mailto:liz@pspinvest.com>>" <liz@pspinvest.com <<mailto:liz@pspinvest.com>> >
Date: Tuesday, May 10, 2016 at 2:43 PM
To: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >, Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >, Mia Shin <mia@pspinvest.com <<mailto:mia@pspinvest.com>> >, George Peykar <george.peykar@gmail.com <<mailto:george.peykar@gmail.com>> >
Cc: Laronnia Jupiter <laronniasouthpark.la <<mailto:laronniasouthpark.la>> >, Robin Bieker <robin@biekerco.com <<mailto:robin@biekerco.com>> >, Bob Buente <bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >, Shelby Jordan <SJordan@aegworldwide.com <<mailto:SJordan@aegworldwide.com>> >, Daniel Taban <daniel@jadeent.com <<mailto:daniel@jadeent.com>> >
Subject: Re: EMERGENCY-#3400 MAJOR FLOODING

Hi Jessica,

It should be done today if there are any changes I will notify you.

Best,

Lizeth Espin
PSP Investment Group
1100 S. Flower St, Suite 3200
Los Angeles, CA 90015
(213) 749-6636

From: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >
To: "liz@pspinvest.com <<mailto:liz@pspinvest.com>>" <liz@pspinvest.com <<mailto:liz@pspinvest.com>> >; Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >; Mia Shin <mia@pspinvest.com <<mailto:mia@pspinvest.com>> >; "george.peykar@gmail.com <<mailto:george.peykar@gmail.com>> " <george.peykar@gmail.com <<mailto:george.peykar@gmail.com>> >
Cc: Laronnia Jupiter <laronniasouthpark.la <<mailto:laronniasouthpark.la>> >; Robin Bieker <robin@biekerco.com <<mailto:robin@biekerco.com>> >; "bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> " <bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >; "SJordan@aegworldwide.com <<mailto:SJordan@aegworldwide.com>> " <SJordan@aegworldwide.com <<mailto:SJordan@aegworldwide.com>> >; "daniel@jadeent.com <<mailto:daniel@jadeent.com>> " <daniel@jadeent.com <<mailto:daniel@jadeent.com>> >
Sent: Tuesday, May 10, 2016 1:29 PM
Subject: Re: EMERGENCY-#3400 MAJOR FLOODING

Thanks, Liz.

We understand that the 2nd floor is in worse condition, however, our entire team can't use the office. Any update on when you expect them to be in our office would be much appreciated. Maybe having a second crew cleaning up would also be worth considering. This is creating a very difficult situation for the team – especially as we have many public mtgs in our office space.

Please advise as soon as you can.

Thanks,

Jessica Lall
South Park BID

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From: "liz@pspinvest.com <<mailto:liz@pspinvest.com>>" <liz@pspinvest.com>
<<mailto:liz@pspinvest.com>> >
Reply-To: "liz@pspinvest.com <<mailto:liz@pspinvest.com>>" <liz@pspinvest.com>
<<mailto:liz@pspinvest.com>> >
Date: Tuesday, May 10, 2016 at 1:21 PM
To: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >, Mia Shin
<mia@pspinvest.com <<mailto:mia@pspinvest.com>> >, George Peykar <george.peykar@gmail.com
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Cc: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >, Laronnia
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<<mailto:daniel@jadeent.com>> >
Subject: Re: EMERGENCY-#3400 MAJOR FLOODING

Hi Katie,

Thank you for your patience and understanding, the unit below is being worked on at this moment; considering that is the worst water intrusion area. The cleaning company will be in your unit as soon as they are done with the units below. We received your previous email and will get back to you on your request.

Best,

Lizeth Espin
PSP Investment Group
1100 S. Flower St, Suite 3200
Los Angeles, CA 90015
(213) 749-6636

From: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
To: Mia Shin <mia@pspinvest.com <<mailto:mia@pspinvest.com>> >; "<liz@pspinvest.com <<mailto:liz@pspinvest.com>> >" <liz@pspinvest.com <<mailto:liz@pspinvest.com>> >;
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Cc: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >; Laronnia Jupiter <laronniasouthpark.la <<mailto:laronniasouthpark.la>> >; Robin Bieker <robin@biekerco.com <<mailto:robin@biekerco.com>> >; "bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> " <bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >;
"SJordan@aegworldwide.com <<mailto:SJordan@aegworldwide.com>> " <SJordan@aegworldwide.com <<mailto:SJordan@aegworldwide.com>> >; "daniel@jadeent.com <<mailto:daniel@jadeent.com>> " <daniel@jadeent.com <<mailto:daniel@jadeent.com>> >
Sent: Tuesday, May 10, 2016 12:38 PM
Subject: RE: EMERGENCY-#3400 MAJOR FLOODING

We understand the second floor has taken priority due to the water intrusion being the worst there. Please advise to when a commercial vendor will be onsite to at least inspect our suite and help us understand how the cleanup will be handled as it is already 12:30P.

THX.

Katie Kiefer
South Park BID
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From: Katie Kiefer
Sent: Tuesday, May 10, 2016 11:25 AM
To: Mia Shin <mia@pspinvest.com <<mailto:mia@pspinvest.com>> >; <liz@pspinvest.com <<mailto:liz@pspinvest.com>> > <liz@pspinvest.com <<mailto:liz@pspinvest.com>> >;
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Cc: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >; Laronnia Jupiter <laronniasouthpark.la <<mailto:laronniasouthpark.la>> >; Robin Bieker <robin@biekerco.com <<mailto:robin@biekerco.com>> >; bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> ; SJordan@aegworldwide.com <<mailto:SJordan@aegworldwide.com>> >;
; daniel@jadeent.com <<mailto:daniel@jadeent.com>> >
Subject: Re: EMERGENCY-#3400 MAJOR FLOODING
Importance: High

Thank you for the quick response on getting to the suite with regards to the flooding that occurred from the instahot installation yesterday, May 9. The crew has completed dryvacing the standing water up found in the hallways and in each of the 3 offices (details provided below). What are they next steps on getting a commercial vendor onsite to handle to clean up, drying of water, etc?

The water damage found is as follows; pictures attached:

- * Standing water found under the kitchen sink cabinetry where instahot was installed. When I came into the office this morning at roughly 7:50A, the instahot was spewing water out of a side seam of the unit.
- * The hardwood flooring along the east side of kitchen is starting to warp due to water intrusion beneath the flooring.
- * Flooding went thru the kitchen/conference room drywall and into the suite

hallway

- * Flooding went thru the east hallway drywall into 3 offices.
- * Flooding went thru Jessica's office drywall into Josh's office, and again thru Josh's office into Katie's office.
- * There was roughly 1/4" standing water found this morning in Jessica's office, the front half of Josh's office and the northwest corner of Katie's office.
- * Water damage is unknown at this point for the furniture/office equipment located in Jessica, Josh and Katie's offices. We will provide better details on what pieces are warped due to the overnight flooding. If damage is present we will need to discuss replacement of any office equipment/furniture impacted.

Regarding the clean up:

1. While the crew dryvaccumed the immediate water present in the hallway and 3 offices, all of the furniture impacted by the water should be moved in order for 1) the pieces to dry thoroughly as well as 2) to allow all carpet to thoroughly dry. Please advise where the larger furniture will be relocated to.
2. Please advise as to how the kitchen hardware, hardwood floors, wood and black rubber base, and carpet will be checked for damage. We are concerned that due to this flooding occurring throughout the night that when the suite is dried, water damage will be visible in the drywall/base. It has already been mentioned above that the hardwood flooring is starting to show signs of being warped.
3. If the overnight water damage is too severe to simply dry out, we will request new product be installed. This would include drywall, hardwood floors, cabinetry, carpet, wood and black rubber base.
4. We are requesting all major appliances (dishwasher, fridge and electrical be checked for any water damage due to the flooding.

The water was manually turned off at the kitchen plumbing this morning when I arrived onsite. Until you can confirm as to what caused the flooding, we will refrain from using the kitchen sink or dishwasher until we receive your approval to start use again. We do not want the flooding to re-occur.

As for the instahot that was installed yesterday and found spewing water this morning, we will want that completely removed and will want a new one installed. With regards to the type of new product to be installed, please confirm that it is the correct grade to handle the plumbing connection to both the sink and the dishwasher. During the install yesterday, it was connected to both of these.

It is important to mention that after the installation yesterday, Jose made mention that the dishwasher plumbing line has a crack in it. He recommended replacing the dishwasher entirely as it is a very old model.

We understand the top priority currently is to handle getting the standing water cleaned up. All SPBID employees are working satellite today due to the flooding. I will need to give updates on turnaround for the full cleanup, repair of any materials (drywall, carpet, hardwood floors, wood and black rubber base as well as furniture) in order for our office to continue running. Please be sure to keep open communication in order for us to reschedule meetings that were to take place in the office. We are happy to accommodate all work needed in the suite in order to get the suite up and running ASAP as we do not want to lose much time from being in the office.

Thank you and I will stay onsite as long as necessary to discuss the above details. THX.

Katie Kiefer
South Park BID

Re: EMERGENCY-#3400 MAJOR FLOODING

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From: SPBID <katie@southpark.la <mailto:katie@southpark.la>> >
Date: Tuesday, May 10, 2016 at 7:46 AM
To: Mia Shin <mia@pspinvest.com <mailto:mia@pspinvest.com>> >, "<liz@pspinvest.com <mailto:liz@pspinvest.com>> >" <liz@pspinvest.com <mailto:liz@pspinvest.com>> >
Cc: Jessica Lall <jessica@southpark.la <mailto:jessica@southpark.la>> >, Josh Kreger <josh@southpark.la <mailto:josh@southpark.la>> >, Laura Hill <laura@southpark.la <mailto:laura@southpark.la>> >, Laronnica Jupiter <laronnica@southpark.la <mailto:laronnica@southpark.la>> >
Subject: EMERGENCY-#3400 MAJOR WATER LEAK

PLEASE COME TO THE SWEET ASAP.

Katie Kiefer
South Park BID
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